

California

Non-SSN Contributor

Tip Sheet



CALIFORNIA
STUDENT AID
COMMISSION

The FAFSA is experiencing several issues for contributors without SSNs. Should the student wait to start the FAFSA?



CSAC recommends that students begin the FAFSA and complete the student section as soon as possible. The most important thing is to get the application started, and once the student has completed and submitted their section, advise them to save their confirmation email.

Federal Student Aid (FSA) have announced that they will resolve FAFSA submission issues for students who have a contributor without an SSN in the first half of March. At that time, FSA indicates that students will be able to submit a fully completed FAFSA that includes contributor information.

Student's contributor does not have an SSN and needs to create a [StudentAid.gov](#) account.

The contributor without an SSN can make a StudentAid.gov account to contribute to the student's FAFSA. They may be asked to verify their identity through a series of questions. In case these questions do not appear, or the contributor is unable to answer the questions correctly, they will be instructed on the next steps to verify their identity.

Should the contributor use their Deferred Action for Childhood Arrivals (DACA) or work-authorized Social Security Number to create a StudentAid.gov account?

CSAC has been advised that a contributor can enter their DACA/work-authorized SSN



when creating their StudentAid.gov account. However, an Individual Taxpayer Identification Number (ITIN) should not be used when creating a StudentAid.gov account.

Student's contributor does not have an SSN and has started the StudentAid.gov account setup process. Now FSA is requiring identity verification. What are the contributor's next steps?

- If the contributor is required to verify their identity for their StudentAid.gov account, they are instructed to call the Federal Student Aid Information Center (FSA IC) at 800-433-3243 and request a case number
 - » FSAIC is experiencing high call volumes, so CSAC recommends the contributor utilize the [FSAIC Email Contact form](#) to request a case number.
 - » FSA is making improvements to the StudentAid.gov account creation process for those without SSNs to ensure a faster and smoother experience.
- The contributor will be asked to submit an Attestation Form (available in both [English](#) and [Spanish](#)) with supporting documentation.
- Contributors should NOT submit an Attestation Form or documentation to FSA until they have a case number; we have been advised that documents without a case number will not be processed.

The student's contributor does not have an SSN and was able to create a StudentAid.gov account. Now the contributor cannot complete their section of the FAFSA. What are the contributor's next steps?

CSAC is working with Federal Student Aid to resolve this issue. CSAC has started the California Non-SSN Contributor Follow-Up Email List to provide up-to-date information regarding this issue and other related topics. Sign up [here](#).



On February 20, 2024, FSA released steps for a student with a contributor without an SSN to submit a partial FAFSA, only if they have a critical deadline to meet. Please view the steps [here](#). If needed, the student can complete the steps, which includes entering their contributor's tax information manually. Students will click on the link to "Provide Parent Information Manually."

However, their contributor will still need to login to provide consent to complete the application when the issues are resolved. Until contributors return to the application, the FAFSA will not generate the information needed so that a student can be considered for financial aid. Communications will be sent to students regarding completion of the application.

The screenshot displays a user interface for FAFSA contributors. It features two main sections: "Check Your Email" and "Your FAFSA Form Still Needs Contributor Information". Below these is a "Things You Should Know" section with two cards: "View Your FAFSA Submission Summary" and "Questions About Your Eligibility For Aid?". A pink-bordered box highlights a recommendation to complete the contributor's section manually. At the bottom, there is a link to "Provide Parent Information Manually" and a caption: "Screenshot taken on 2/23/24 from FAFSA Prototype".

Check Your Email
You will receive an email version of this page at the following email address:
raya.tran@email.com.

Your FAFSA Form Still Needs Contributor Information
The contributor(s) you selected will receive an email invitation to join your form every seven days until the application is complete.

Things You Should Know

View Your FAFSA Submission Summary
Once your application is complete and submitted, you can view your FAFSA Submission Summary, a summary of the information you provided on your FAFSA form. You'll be able to access the FAFSA Submission Summary one to three days after you submit your application by logging back in with your account username and password (FSA ID).

Questions About Your Eligibility For Aid?
Visit the "FAFSA Help" page for more information.
[Get Help >](#)

We strongly recommend that your parent(s) complete their own section. If that isn't possible, you can manually provide their information, but you will not be eligible for federal student aid, including grants and loans, until they provide consent and approval, and sign the form.

[Provide Parent Information Manually >](#)

Screenshot taken on 2/23/24 from [FAFSA Prototype](#)

Should the student fill out a paper FAFSA?

The paper FAFSA is not recommended. FSA is prioritizing processing the online FAFSAs. CSAC recommends that the student start an online FAFSA first to avoid processing delays.



Please see the FAQs about the paper FAFSA [here](#).